THE NAVAJO NATION

Class Code:  1880
Information Technology Series
Information Technology Support Group
Overtime Code:  Non-Exempt
Pay Grade:  63

## MICROCOMPUTER SOFTWARE INSTRUCTOR

**DEFINITION:**  Under general direction, performs work of moderate difficulty with responsibility to develop instructional and presentation materials, manuals, and provide training on microcomputers, word processors, related software and peripherals; performs related work as assigned.

**ESSENTIAL FUNCTIONS:**  This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**TASKS:**

Develops and implements training needs assessments for Navajo Nation departments; analyzes findings and identifies topics and levels of training for each software application; researches and attends training in specialized areas to learn programs being developed for training and to keep abreast of updates, new developments and trends; researches, designs and develops new training materials for selected topics; reviews shelf training materials for appropriateness and modifies to meet class needs.

Pilots tests and instructional materials; utilizes newly created or purchased instructional materials and manuals; ensures computers and training software is loaded prior to start of classroom instruction; troubleshoots and resolves error messages and software problems; researches outside sources for materials and instructors; maintains records on workshops and equipment for reports and upkeep; schedules, advertises and recruits trainees.

Ensures evaluations are completed by each trainee; creates, tracks and maintains files on trainees; contacts and meets with trainees regarding concerns, questions and comments related to computer training; seeks out innovative and new information related to computer technology, training, presentations, desktop publishing, instructional materials, and instructional guides.

**KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of federal, state and Navajo Nation laws, rules, regulations and guidelines related to computer hardware, software, peripherals and telecommunications.
Knowledge of instructional methods, practices and procedures.
Knowledge of computer software applications.
Knowledge of research, analysis and development of instructional materials.
Knowledge of customer service/public relations practices.
Knowledge of the operation and maintenance of visual aid equipment.
Knowledge of record keeping/file maintenance practices and procedures.
Skill researching, analyzing and interpreting technical information, needs assessments, and new technology.
Skill in utilizing verbal and written communication in the development of written instructional materials and instructional presentations.
Skill in utilizing desktop publishing in the creation and design of instructional and presentation materials.
Skill in training and supporting employees at all levels of abilities, skills and knowledge related to computer applications, hardware and peripherals.
Skill in utilizing customer service/public relations techniques when responding to inquiries and complaints.
Skill establishing and maintaining effective working relationships.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:**  Work requires lifting, carrying, transporting bulky visual aids and training materials weighing up to 50 pounds.

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**MINIMUM QUALIFICATIONS:**  A Bachelor's degree in Computer Science, Computer Engineering or related field; and two (2) years public speaking or instructional experience; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties. Must possess a valid state driver's license and a Navajo Nation Vehicle Operator's Permit.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.